



December 2024

M.E.S.H. Monthly Report: Board of Directors

WhiteStone
A MASONIC & EASTERN STAR
COMMUNITY  EST. 1912

Founded on fellowship. Inspired by you.

WhiteStone A Masonic & Eastern Star Community | 700 S. Holden Road | Greensboro, NC 27407

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VISIBILITY DECEMBER 2024

WHITESTONE COMMUNITY VISIBILITY – LEADERSHIP:

DATE(S):	MEETING(S)/EVENT(S)
Weekly:	<i>Women’s Coffee – Fellowship Hall 9am-10:30am, Wednesdays</i>
Weekly:	<i>Men’s Coffee – Fellowship Hall 9am-10:30am, Fridays</i>
Weekly:	<i>Wine Down – Fellowship Hall 3:30pm-5pm, Fridays</i>
Monthly:	<i>Masonic Luncheon [1st Tuesday] Main Dining Room</i>
Monthly:	<i>Resident Council Meeting [Last Thursday] Fellowship Hall</i>
Monthly:	<i>New Resident Orientation & Lunch [3rd Wednesday]</i>
December 4th	<i>Annual Holidazzle Christmas Marketing Event</i>
December 5th	<i>Memory Tree Dedication Service</i>
December 6th	<i>Food and Beverage Appreciation Lunch</i>
December 31st	<i>New Years Celebration</i>

WHITESTONE FRATERNAL VISIBILITY - LEADERSHIP

DATE(S):	MEETING(S)/EVENT(S)
Monthly:	<i>Masonic Luncheon [1st Tuesday] Main Dining Room</i>
Monthly:	<i>MESH Chapter #379 Meeting [1st Saturday] Fellowship Hall</i>
Monthly:	<i>MESH Lodge #771 Meeting [2nd Saturday] Fellowship Hall</i>
December 7th	<i>Christmas at WhiteStone with Grand Chapter [Moravian Love Feast]</i>
December 7th	<i>Old “76” Ladies Night” – Greensboro Lodge 76</i>
December 12th	<i>Angel Tree Project Check Donation from Guilford Lodge #656</i>

WHITESTONE RESIDENTS: COMMITTEES, SERVICES & SUPPORT

DATE(S):	MEETING(S)/EVENT(S)
Weekly:	<i>Women’s Coffee - Fellowship Hall 9am-10:30am, Wednesdays</i>
Weekly:	<i>Men’s Coffee - Fellowship Hall 9am-10:30am, Fridays</i>
Weekly:	<i>Caregiver Support Group - Woodbury Game Room 1p-2p, Thursdays</i>
Weekly:	<i>Worship Service – Streamed on Channel 1390 & Chapel 10am-11am, Sundays</i>

DATE(S):	MEETING(S)/EVENT(S)
Monthly:	<i>WhiteStone Resident Committee: Marketing [1st Wednesday]</i>
Monthly:	<i>WhiteStone Resident Committee: Spiritual [1st Wednesday]</i>
Monthly:	<i>WhiteStone Resident Committee: Activities [2nd Thursday]</i>
Monthly:	<i>WhiteStone Resident Committee: Food & Beverage [2nd Thursday]</i>
Monthly:	<i>WhiteStone Resident Committee: Buildings & Grounds [2nd Monday]</i>
Monthly:	<i>WhiteStone Resident Committee: Campus Care Alliance [3rd Tuesday]</i>
Monthly:	<i>WhiteStone Resident Committee: Auxiliary [3rd Wednesday]</i>
Monthly:	<i>WhiteStone Employee Gratitude Initiative Committee</i>
Monthly:	<i>Resident Council Meeting [Last Thursday] Fellowship Hall</i>
As Needed:	<i>WhiteStone COVID Task Force</i>
December 4th	<i>Annual Holidazzle Christmas Marketing Event</i>
December 5th	<i>Memory Tree Dedication Service</i>
December 6th	<i>Food and Beverage Appreciation Lunch</i>
December 20th	<i>Eastern Guilford High School Jazz Performance</i>
December 31st	<i>New Years Celebration</i>

WHITESTONE BOARD OF DIRECTORS: COMMITTEES, SERVICES & SUPPORT

DATE(S):	MEETING(S)/EVENT(S)

LIFECARE SERVICES [LCS]: SERVICES & SUPPORT

DATE(S):	MEETING(S)/EVENT(S)

WHITESTONE EXPANSION: PROJECT(S) & REPORTING

DATE(S):	MEETING(S)/EVENT(S)

WHITESTONE TECHNOLOGY INFRASTRUCTURE: PROJECT(S) & REPORTING

DATE(S):	MEETING(S)/EVENT(S)

WHITESTONE NEW RESIDENT: PROSPECTING EVENT(S):

DATE(S):	MEETING(S)/EVENT(S)
Monthly:	<i>New Resident Orientation & Lunch [3rd Wednesday]</i>
December 4 th	<i>Annual Holidazzle Christmas Marketing Event</i>

WHITESTONE EMPLOYEE: RECOGNITION, RECRUITMENT, & RETAINMENT:

DATE(S):	MEETING(S)/EVENT(S)
Bi-Weekly	<i>New Hire and General Orientation</i>
December 16 th	<i>Flannel & Flap Jacks</i>
December 17 th	<i>Ugly Sweater Contest</i>
December 18 th	<i>Hot Chocolate Bar</i>
December 19 th	<i>Staff Christmas Gift Handout by Leadership</i>
December 19 th	<i>Christmas Stocking Stuffer Station</i>
December 20 th	<i>Christmas Photobooth</i>

WHITESTONE EMPLOYEE: NOVEMBER ANNIVERSARIES

EMPLOYEE NAME:	YEARS OF SERVICE:	DEPARTMENT:	SERVICE DATE:
<i>Felicia Donnell</i>	<i>1yr</i>	<i>Nursing</i>	<i>12/8</i>
<i>Ericka Edwards</i>	<i>1yr</i>	<i>Nursing</i>	<i>12/8</i>
<i>Alexus Lynch</i>	<i>1yr</i>	<i>Food & Beverage</i>	<i>12/8</i>
<i>Jonathan Mclain</i>	<i>2yr</i>	<i>Food & Beverage</i>	<i>12/9</i>
<i>Tina Hayes</i>	<i>3yrs</i>	<i>Environmental Services</i>	<i>12/3</i>
<i>Brianna Purnell</i>	<i>3yrs</i>	<i>Environmental Services</i>	<i>12/3</i>
<i>Mario Garcia</i>	<i>7yrs</i>	<i>Maintenance</i>	<i>12/13</i>
<i>Neta Lynn</i>	<i>8yrs</i>	<i>Nursing</i>	<i>12/29</i>
<i>Buffi Crouse</i>	<i>11yrs</i>	<i>Business Services</i>	<i>12/17</i>
<i>Gina Prevost</i>	<i>26yrs</i>	<i>Community Life Services</i>	<i>12/1</i>
<i>Barbara Wills</i>	<i>43yrs</i>	<i>Health & Wellness</i>	<i>12/12</i>



KEY PERFORMANCE INDICATORS – DECEMBER 2024

GREEN Light Key Performance Indicators [KPI's]: Summary of Findings –

YTD NOI	Actual of 686,636 on budget of (1,177,725), a positive variance of 1,864,362.
YTD IL Closings	Budget of 36 with actual closings of 66.
YTD Net Sales IL	Budget of 12 with actual net sales at 53.
IL MTD Occupancy	Average occupancy of 199.45 on budget of 175.5.
YTD EXPPOR	EXPPOR YTD budget at 6,824 with actual 6,368, a 6.68% variance.

YELLOW Light Key Performance Indicators [KPI's]: Summary of Findings –

Memory Care MTD Occupancy	Averaged 9.03 on budget of 10.
AL MTD Occupancy	Averaged 19.87 occupied for the month on a budget of 22.
YTD REVPOR	REVPOR budget of 6,420 with actual 6,296 a -1.94% variance.

RED Light Key Performance Indicators [KPI's]: Summary of Findings –

Days in AR	Days in AR average of 21.1 versus target of 18. 41% of total AR 90 days outstanding versus benchmark of 15%. .
HC MTD Occupancy	Average occupancy for the month of 74.65 with budget of 83.29



COVID-19 TASKFORCE & UPDATE(S) – DECEMBER 2024

For the month of December, we experience an uptick in the number of positive cases of COVID-19. This rise in cases was not unexpected in the winter/holiday season. The necessary precautions to safeguard others and slow the virus from spreading within our community were put into place, per CDC guidelines. Visitation to the Care Center was limited and mandatory mask precautions were initiated. Isolation precautions and modified services were put in place for Independent Living residents. We will continue to monitor and track positive cases on campus.



WHITESTONE LEADERSHIP TEAM: DIRECTORS REPORT

DIRECTOR NAME	DEPARTMENT
Mr. Mark Lewis, LNHA	Executive Director
Mr. Josh Hillegass, LNHA	Health Services Administrator
Vacant	Assisted Living Manager
Mrs. Tracy Armwood, SPHR	Director, Human Resources
Ms. Debi Bryant	Director, Sales & Marketing
Mr. Joel King	Director, Plant Operations
Mr. Robert Reese Sr.	Director, Environmental Services
Mrs. Jenna Grant	Director, Fraternal Friendship Program
Ms. Nikki Stafford	Director, Finance
Mr. Jonathan Szarke	Director, Food & Beverage
Mrs. Gina Prevost, LRT/CTRS	Director, Community Life Services
Mrs. Misty McAden	Director, Spiritual Services & Chaplain
Ms. Archana Patel	Executive Assistant
Ms. Crystal Condy	Director, Clinical Services

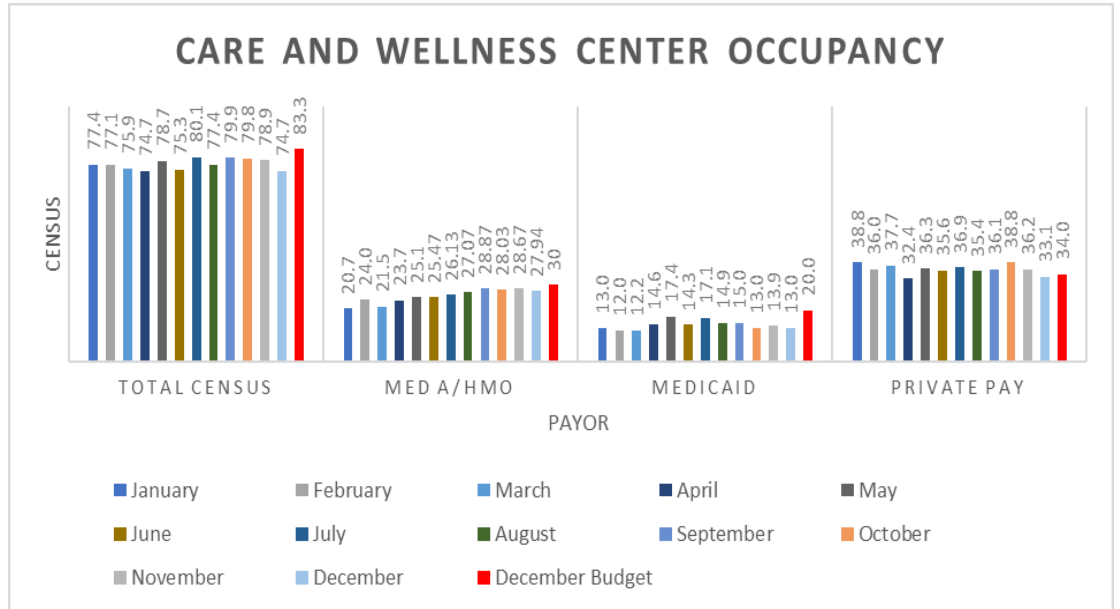
I. HEALTH CENTER & AL/MC ADMINISTRATION REPORT

December 2024 Overview

Happy Holidays and Happy New Year! We have been blessed with a year of continued growth in our Care and Wellness Center and our Assisted Living and Memory Care. We are thankful for the opportunity to expand our Community throughout 2024, and we look forward to continuing to build upon these successes moving into 2025. Thank you again for your continued support of our community, and we wish you the best moving into the New Year!

Census Updates

The Care and Wellness Center saw a slight decrease in overall census this month due to several long-term care Residents passing away. Thankfully, our community continued to maintain a strong short-term rehabilitation census which has been a focus of ours throughout 2024. We look forward to continuing to build and maintain our census into 2025.



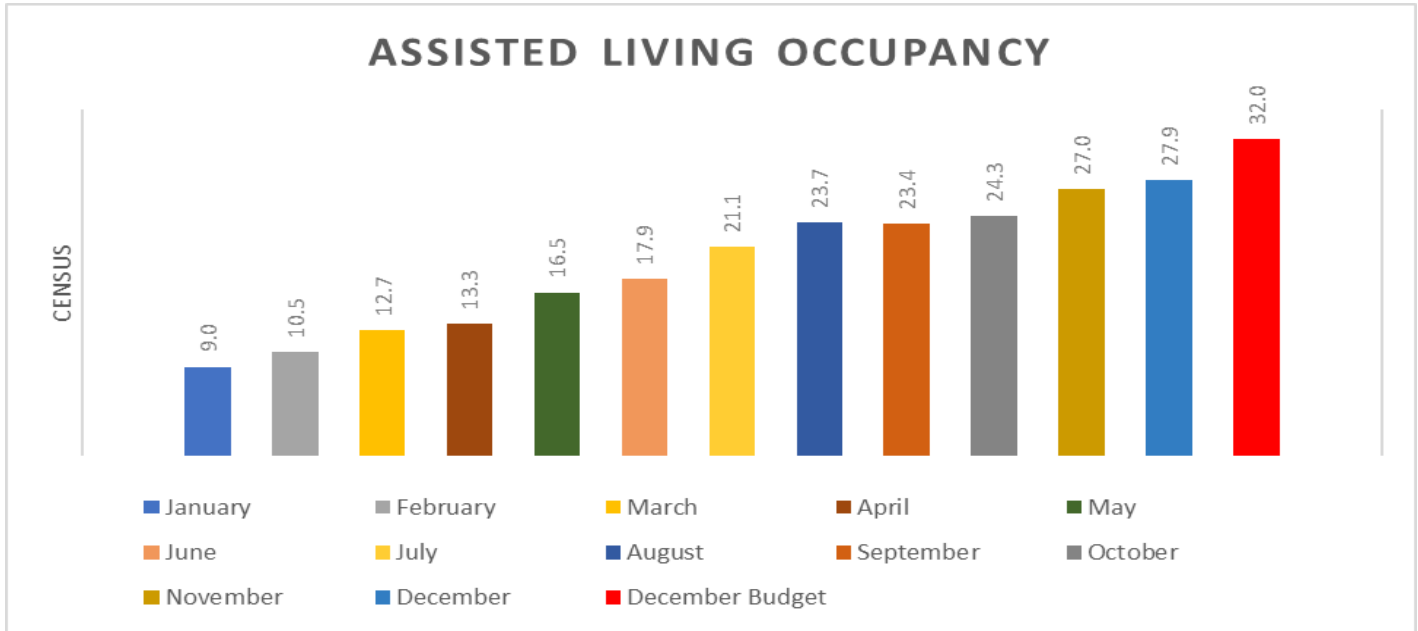
Clinical Updates

During the week of December 16th, we had an onsite visit from our Clinical Specialist with Life Care Services, Jon Back. Jon's visit served as a review of our recent Mock Survey and an overall assessment of the community's survey readiness. We have continued to see a marked improvement in our overall score throughout this year as we continue to improve our Clinical processes across the WhiteStone Community. Please find below a copy of Jon's overall review and score of our Community:

COMMUNITY		CLINICAL SPECIALIST	
Whitestone		Jon Back DMIN, MBA-HCA, MMIN, BBS, BSN, RN, GERO-BC, NEA-BC	
REVIEW COMPLETION DATE		Overall Score	Onsite Visit Virtual Visit
12.19.24		89%	Heartfelt Connection Certification YES NO
REVIEW COMPONENTS		Individual Component	Budgeted Cer 83 Actual Census 71
			Comments
Resident Rights	100%		
Free from Abuse, Neglect and Exploitation	100%		
Quality of Life/Activities of Daily Living	91%		
Assessment & Comprehensive Care Plans	82%		
Life Enrichment and Heartfelt Connections	100%		
Social Services/Behavior Management	82%		
Bowel and Bladder Management	100%		
Event Management	64%		
Nutrition/Hydration Management & Dialysis	100%		
Pain Management	91%		
Skin and Wound Management	82%		
Discharge Planning	91%		
Daily Clinical Meeting	100%		
Weekly Risk Meeting	100%		
Physician and Nursing Services	91%		
Medication/Order Management	82%		
Food/Beverage and Dining Services	73%		
Infection Prevention and Control	64%		
Physical Environment	91%		

II. ASSISTED LIVING & MEMORY CARE REPORT

Assisted Living and Memory Care continued to maintain month-over-month growth in occupancy throughout 2024. We look forward to continuing to grow and maintain this level of living into 2025.



III. HUMAN RESOURCES REPORT

December 2024 Overview

Turnover

41.06% turnover YTD 2024. Compared to 34.64% through December 2023.

Overtime:

1329.95 hrs. of OT for December 2024. Compared to 1907.18 hrs. for December 2023. An decrease of -577.23 hrs. in the month and total YTD increase in overtime from last year by 2,589.07 hrs.

Workers Compensation

There has been nothing further on the Plant Ops case and consider it closed. Will let you know if anything further arises.

We have a CNA who had tooth knocked when a combative resident pushed her head down causing her to hit her mouth on the bed rail. Do to significant pre-existing conditions, work comp has denied this claim siting 90% of the tooth loss was due to the pre-existing condition and 10% related to incident. This claim is considered denied and closed.

EEOC and Legal Updates:

On May 17th, we received notice of another EEOC Charge filed by an environmental services employee. The position statement has been submitted to the EEOC. We are waiting for their response.

MONTHLY TURNOVER		
	2024	2023
Jan	2.23%	2.89%
Feb	3.40%	0.41%
Mar	3.44%	4.68%
Apr	3.86%	2.16%
May	1.86%	2.62%
Jun	3.78%	2.04%
Jul	3.64%	4.35%
Aug	4.31%	5.77%
Sep	1.99%	2.94%
Oct	7.09%	3.62%
Nov	2.38%	1.05%
Dec	5.46%	2.11%
TOTAL	41.06%	34.64%

Budgeted FTEs:

Total December FTEs: 221.93

2024 Budgeted FTEs: -228.85

Variance: -6.95 (UNDER budget)

Over Budget:

Servers – 0.70 FTEs

Housekeepers – 2.07 FTEs

Recruiting:

Recruiting summary for December 2024:

- 164 new candidates
- 33 Scheduled interviews
- 13 offers with 9 hires

YTD:

- 4,732 candidates processed
- 639 scheduled interviews
- 288 offers with 220 hires

Retention:

The WhiteStone Employee Gratitude Initiative had a heartfelt impact on our employees. They shared their many thanks with the residents in various way from thank you notes, public appreciation and sharing what the contribution meant to them and their families. This program will continue to grow and feel it will help with overall retention.

Job Openings Report

Immediate Openings: 01/08/2025

Job Title	# of Openings	New Candidate Pipeline	Attempting to Contact	Interviews Scheduled	Offers Pending
HC Dietary Manager	1	1	8	2	
CNA 1st shift FT	1	15		5	
Med Aid 1st shift PT	3		13		
Nurse 1st shift FT	1	1	6		1
CNA 2nd shift FT	7	15		5	2
CNA 2nd shift PT	1	15		5	
Med Aid 2nd shift FT	2		13		1
Med Aid 2nd shift PT	1		13		
Nurse 2nd shift FT	1	1	6		
CNA 3rd shift FT	2	15		5	
CNA 3rd shift PT	1	15		5	
Med Aid 3rd shift PT	1		13		
Payroll/Benefits coordinator	1	5	5	1	
AL Manager	1		6	3	

Total openings: 24

Total offers: 4

Opening after offers: 20

Interviews scheduled: 31

Ready for orientation: 10 new hires for 01/16/25

IV. MARKETING & SALES REPORT

Monthly Marketing Report				
December 2024				
Current Occupancy: (211)	202	96%		
Sold Occupancy:	207	98%		
Available Units:	<u>Villa</u>	<u>Cottage</u>	<u>IL Apts</u>	<u>Res Apts</u>
	0	0	1	3
Explanation:	<u>Villa</u>	<u>Cottage</u>	<u>IL Apts</u>	<u>Res Apts</u>
			<i>ILW228</i>	<i>Benn 341</i>
			<i>Benn 342</i>	<i>Benn 343</i>
Sales:	4	<i>6J, 244</i>	Cancel:	0
		<i>701 FM, 701 RL</i>		
Move-In: (Dec)	3	<i>249,528, 103,</i>	Upcoming MI:	244, 415
				<i>6J, 701 RL</i>
				<i>701 FM</i>
Transfers:	0			
MO (Dec):	1	<i>Benn 342</i>	HLOC	
Upcoming MO:	<u>Unit</u>	<u>reason</u>	<u>Est MO</u>	
	146	HLOC	1/1/2025	
	349	HLOC	1/31/2025	
Upcoming Events:	1/30/2025	Marketing Event: The Power of a Plan		
	1/22/2025	NRO		
Department Highlights:	Finalize Wait List Brochure			
	66 Closing for 2024			
	Close year @ 98% Sold			
	124 Depositors on Wait List			
	DSM SMART Training @ Cypress Glen Jan. 7-8			

V. PLANT OPERATIONS / ENVIRONMENTAL SERVICES REPORT

PLANT OPERATIONS

Last Month's Activities

- *Monitor work order system for efficiency and department needs*
- *Thermal scan of campus electrical panels*
- *Still Working with Engineers on IL humidity issue's*
- *Continue to work with Brightview on existing work orders and problem areas*

Accomplishments for the Month

- *Completed scan of campus electrical panels*
- *Completed Pool inspection with health Dept.*

Plans for the Next Month

- *Estimate for additional Golf cart parking for wellness center*
- *Hire one 2nd shift part-time security guards*
- *Complete boiler installation for CWC*

Issues and Concerns

- *Continue to address work orders asap. We have had 1 vacant position come open in security. We are currently looking for 1 more team member.*

ENVIROMENTAL SERVICES

Last Month's Activities

Conducted in-services with staff.

- *No fault attendance policy recap!! (Always)*
- *Smoking in designated areas only!!!*
- *Gossiping Policy!*
- *Wonder Guard & Elopement Risk!*
- *No propping doors open to go out and smoke*
- *Relias Training for staff & Log in training modules.*
- *Survey readiness, we are in our window*
- *WEGE bonus letter will be given out please don't share.*

Accomplishments for the Month are as follows:

- *Hire new staff member Mercedes Lopez*
- *Will continue to Hire PRN staff for proper coverage*
- *Staff celebrated a Xmas luncheon*

Plans for the next Month

- *Continue working with staff updating on & off schedules.*
- *Training all staff on customer service towards each other, residents, and Guest.*
- *Interviews*
- *Continue to be state readiness.*

Issues and Concerns

- *Hiring proper staff for our community (Housekeeping & laundry staff)*
- *Attendance issues with staff calling off.*
- *Making sure we are survey ready as we are in our window*

VI. OUTREACH PROGRAM: THE FOUNDATION

December 2024 Overview Assistance:

- *Outreach total of \$8,288.93*
 - *7 long-term members*
 - *0 short term member (Emergency)*
- *19 WhiteStone residents received assistance*
 - *15 in Independent Living*
 - *3 in Assisted Living*
 - *1 in Memory Care*

New Referrals & Outreach:

- *2 potential referrals are being processed by our Outreach Coordinator*
 - *(2) are for scholarships (Move-In Assistance or Current Resident)*
 - *(0) are for Long Term Assistance*
 - *(0) for Short-Term / Emergency Assistance*

If you know of a member needing assistance, please contact:

Jenna Grant

Director of Fraternal Friendship

Email: jgrant@meshhome.org Phone: (336) 601-5593.

VII. FINANCE REPORT

Medicaid – *We have 4 applications pending, all others have been approved. Of the 4 only 1 is a new application. Unmet Medical Contracts have been prepared for 3 of the previously approved residents, however 1 will result in a write-off as the resident is actively passing. The other 2 will be filed.*

Review of Private Pay AR in the HC over 90 days was done to analyze the amount of that balance as it relates to Medicaid applications. Of the over 90 delinquent AR 46% is from internal Medicaid applications (i.e. IL foundation residents that transitioned to the HC). There are 4 residents that make up this balance and 1 has an Unmet Medical already filed and 1 has a zero PML so all income except \$70 a month will be applied to her balance. The other 2 were reapplied again to Medicaid once additional documents were received.

As previously reported an RFP was issued for the third-party Advisor over the 401k plan. Early January 2025 a decision was made to switch advisors and proceed with signing an agreement with Captrust. At this time, an RFP will need to be conducted for the record keeper (currently Empower). It is unclear if the RFP will be conducted by RPAS who did Advisor RFP or if the new Advisor chosen by the Grand Lodge will conduct the RFP.

WhiteStone has engaged CareFeed an LCS and CPS vendor to assist with billing options for residents to pay their bills online. This is like how a doctor's office or hospital invoice and provide options for online payments. The goal is to roll this out in January or February. Ongoing and is a top priority to kick off 2025

Department budget meetings are wrapping up for the 2025 budget. Monthly meetings with each department head (after years of trying to do this) will start in February to review January 2025 month end and continue each month forward.

Happy New Year and here's to a great year ahead!

VIII. FOOD & BEVERAGE REPORT

Bistro Dinner: We're busy getting our PM Bistro person fully trained and onboarded so we can open for dinner. We are planning to implement this change in mid-January.

ServSafe: We are scheduling another ServSafe training session and test. We currently have a proctor on staff, and are planning to get all Managers certified, as well as all front-line staff their Food Handlers certification.

Christmas Eve and Christmas Day: The Holidays were successful, with many Residents dining with family. They were complimentary of our food and services.

Cost of Goods: We expect to finish the year strong, with food cost well under budget.

IL Morning Receiving: We're working on structuring an a.m. position to help with receiving/stocking our morning deliveries in the IL Kitchen. This will be especially helpful when the new cooler and freezer in the Linville basement are operational.

IX. COMMUNITY LIFE SERVICES REPORT

Independent Living Programming:

- Total Number of Activities: 78
- Total Number of Sessions: 196
- Total Number of Cancellations: 2
- Total Participation: 2799
- Average Participation: 14.3 (~12 per activity)
- Participation Percentage: 88.5% (69/78 activities had participants).
- Total number of check-ins: 415

Changes since October:

- Total Number of Activities decreased by 2 (2.5% decrease)
- Total Number of Sessions decreased by 47 (19.3% decrease)
- Total Participation increased by 622 (28.6% Increase)
- Average Participation decreased by 0.5 (4.0% decrease)
 - (Note: Average = Total Participation/Total Number of Sessions)
- Participation Percentage decreased by 2.8%
- Total Number of Check-Ins increased by 19 (4.8% increase)
- Total Number of Resident Volunteers Hours for fiscal year: 2342.3 (97.6 Days)
- Sessions of Intergenerational Activities (Intergenerational Order of the Rainbow for Girls Christmas Carolers, PCHS Christmas Carolers, EGHS Jazz Ensemble, Finalized Scrapbook Buddies Project): 4

Staffing Updates:

- Stable.

Other Items I have completed, or I am working on:

- Continuing to focus on new IL residents that are moving in – getting to know them, get them involved, etc.
- Working on uploading resident pictures to touchtown/uniquet and in to Point Click Care as we get them (this is ongoing)
- Working on keeping email list updated for CWC families as well as a separate list for AL families.
- Lifelong Learning Opportunities – exploring this for our Blueprint Meeting-a work in progress and trying to make contacts. We have on the calendar for November opportunities for residents to sign up for life long learning classes and WhiteStone will provide transportation.
- Chit Chat and Healthcare Highlights every month
- Host List in CWC
- Exploring Motivation Alliance Program and what it has to offer our residents. (Same system as we saw at Croasdaile Village when we visited)
- Audit of One Call Now Numbers and Emails to make sure they are correct
- Department Meetings for the year to be scheduled.
- Senior Games Preparation
- Focus on Exercise classes – new classes/offerings
- Focus on “state of the art” type activities for IL – something that makes us stand out from other communities.
- Increasing visibility with each level of care as much as I can
- Re-engage the fraternities and fraternal children’s home.

X. CHAPLAIN & SPIRITUAL SERVICES REPORT

Worship Services:

- 5 plus a Christmas day service = 6

Funerals: 0

Pastoral Encounters:

- CWC - 35+ (some with family present, lunch walk throughs occasionally)
- AL- 11+(as well as walk throughs at lunch occasionally to greet residents)
- IL- 24+ (as well as walk throughs at meals occasionally to greet residents)

Weekly Bible studies/worship:

- CWC – 3
- AL – 3
- IL – 3

Support Groups:

- One combined Grief workshop – “Getting through the holidays”

Meetings: CWC daily report, “traffic” meeting, Spiritual Support Committee

Miscellaneous: assisted with Memory Tree service 12/5, attended menorah lighting 2x (12/25 & 12/30), attended IL coffees and other activities as able, continued card ministry, prepared articles for newsletters, attended marketing event

Working on the following for Jan: plan new IL Bible Study, assist with James memorial service, restructure support groups to start back in Feb/March, Sermon series planning

Long-term: Chapel improvements, enrichment of spiritual support for all faiths –planning a small area for a meditation room open to all faiths

PTO: 12/24 – 12/26